

PROVIDER Bulletin



April 1, 2019

This Provider Bulletin applies to the lines of business and provider types checked below:

PHP (Medicare) Primary Care Physicians Specialists
 PHC (Medicaid) Ancillary Hospitals

UPDATE! - UPDATE! - UPDATE! - UPDATE!

Please consider this Provider Bulletin as a formal announcement that Magellan Healthcare has been selected as our behavioral health managed care company, **effective May 1, 2019**.

Effective May 1, 2019, Magellan Healthcare will replace Beacon Health Options (Beacon) for coordination of behavioral health services for PHC (Medicaid) and PHP (Medicare) members.

Continuity of Care: Recipients will not experience a break in services or care coordination while transitioning from Beacon Health Options to Magellan Healthcare. PHP (Medicare) will honor any ongoing treatment that was authorized or scheduled prior to the recipient's transition from Beacon to Magellan for up to 90 days following this transition on **5/1/2019**.

Providers will be paid. Providers should continue providing any services that were previously authorized, regardless of whether the provider is participating in the plan's network for up to 90 days following this transition on **5/1/2019**.

Prescriptions will be honored. PHP will allow recipients to continue to receive their prescriptions through their current provider, for up to 90 days, until their prescriptions can be transferred to a provider in the PHP and PHC Florida network.

Member Identification Cards: By April 30, 2019, each PHP member will be issued a new Member Identification Card bearing Magellan Healthcare's toll-free number: 800-480-4464

Magellan Toll-free Number: 800-480-4464 – Assistance available 7 days a week, 24 hours per day.

Magellan Participating Providers: Please refer to PHP Provider Directory – April 30, 2019 for a complete list of Magellan Healthcare providers located in Broward, Duval, Miami-Dade and Monroe counties.

PHPs Provider Directory will be accessible online at www.positivehealthcare.org on May 1, 2019.

Routine outpatient codes do not require pre-certification; however, a quality clinical review may be requested during the course of treatment. Non-routine codes are managed based on the PHPs UM policies.

As we prepare for the pending transition, should you have any questions surrounding the services and/or operational procedures of our new healthcare partner Magellan Healthcare, please do not hesitate to contact your Provider Relations Representative:

Providers located in Broward County: Tania Fils, 954.522.3132 x3259
Providers located in Duval County: Jafari Harris, 904.381.9651 x3129
Providers located in Miami-Dade County: Julianne Allende, 954.522.3132 x3258

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed agreement with AHF, PHP or PHC. If you have any questions or suggestions contact the Provider Relations Department at (954) 522.3132 or email to Remon.Walker@positivehealthcare.org